

Substitute form 1449A/PTO		Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)		Application Number	10/672,556
		Filing Date	09/25/2003
		First Named Inventor	Dennis M. DiVenuta
		Group Art Unit	2645
		Examiner Name	Ovidio Escalante
Sheet	1 of 1	Attorney Docket Number	9392-2

U.S. PATENTS AND PATENT PUBLICATIONS					
Examiner Initials*	Cite No.	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code (if known)		
		US-			
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U.S. PATENT APPLICATIONS				
Examiner Initials*	Cite No.	U.S. Serial No.	Name of Applicant of Cited Document	Date of Filing of Cited Document MM-DD-YYYY
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FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No.	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Translation
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OTHER NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T
/GG/	1.	Letter from Michael R. Friscia to Mitchell S. Bigel dated June 27, 2006	
/GG/	2.	Press release dated January 9, 2001 by Harland Financial Solutions, entitled "Harland Financial Solutions and Maxxar Corporation Establish Alliance to Bring One-to-One Marketing to Telephone Banking", 2 pp., downloaded April 13, 2006 from http://www.harlandfinancialsolutions.com/NewsandEvents/PrintRelease.asp?id=104	
/GG/	3.	Brochure dated September 2003 by CTG, entitled "Customer Capture -- CTG Implements a Customer-Specific Marketing Program for a Major Retailer", 2 pp.	
/GG/	4.	Brochure dated March 2006, entitled "TeleVoice -- The next Generation of Voice Response for Mortgage Servicing Call Centers", 6 pp.	
/GG/	5.	Website printout dated April 13, 2006 by Covansys, entitled "Case Studies -- Client: State of Michigan Office of Retirement Services", 4 pp, downloaded April 13, 2006 from http://www.covansys.com/clients/case_michigan.htm	

Examiner Signature	/Gerald Gauthier/	Date Considered	01/27/2008
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.